

kynect ADVISORY BOARD

NAVIGATOR/AGENT SUBCOMMITTEE

Meeting Minutes

March 19, 2015

Call to Order and Roll Call

The seventeenth meeting of the Navigator/Agent Subcommittee was held on Thursday, March 19, 2015, at 11:00 a.m. in the Small Conference Room at the Kentucky Office of the Health Benefit and Health Information Exchange. The meeting was called to order at 2:00 p.m., and the Secretary called the roll.

Subcommittee Members Present: Given Marcus Woodward, Chair; Carl Felix (by phone), John Kiebler (by phone), Jim Lawless (by phone), Lindsay Nelson, Stacy Pruden (by phone), Kelly Humphrey Schlachter (by phone), Jack Tillman (by phone), Kennan Wethington (by phone), and Malea Hoepf Young. David H. Allgood, George L. “Chip” Atkins, III, Andrea Bennett, Jan Day, Frances Feltner, Barbara Gordon, Josie L. Hollon, Regan Hunt, Rob Jones, Don Mucci, Dr. Payne, Tihisha Rawlins, and Gregory J. Schell were not present at the meeting.

Staff Present: Carrie Banahan, Reina Diaz-Dempsey, Miriam Fordham, Kris Hayslett, Lavina Johnson, Jean Klinge, Allison Lile, William Nold, Brenda Parker, Vanessa Petrey, Melea Rivera, and Peter Wilson.

Approval of Minutes

A quorum was not present; therefore, the approval of the minutes was deferred to the next meeting.

Addition of New Member

A quorum was not present; therefore, the addition of a new member was deferred to the next meeting.

Kentucky Health Benefit Exchange Update

Carrie Banahan, Executive Director, Kentucky Office of the Health Benefit and Health Information Exchange (KOHBHIE) updated members on the Exchange activities. The open enrollment period for 2015 was successful. The open enrollment period ended February 15, but the Exchange allowed some enrollees who encountered issues during the regular open enrollment to enroll after the February 15 deadline. During open enrollment, 27,070 individuals newly enrolled in qualified health plans (QHP). The total is now over 29,000 due to individuals who enrolled using special enrollment periods. Approximately 70,000 individuals were passively renewed into their 2015 plans. Over 55,000 individuals were enrolled in Medicaid during the open enrollment period.

The Kentucky uninsured rate has decreased to 9.8 percent from over 20 percent according to a recent Gallup Poll. Only Arkansas has experienced a larger decrease in the state's uninsured rate.

The whitepaper examining Kentucky's Medicaid expansion has recently been updated and is posted on the Governor's website. The paper includes statistics regarding the positive impact of access to health care services such as dental check-ups and mammography. The uncompensated care costs for hospitals have been greatly reduced due to the Medicaid expansion. Increased revenue and health care related jobs are additional positive results discussed in the paper.

Three insurers are interested in joining the individual market for plan year 2016. There will be a special enrollment period from March 2 through April 30, 2015, to allow individuals who are subject to a tax penalty for 2014 or 2015 to enroll in coverage.

Form 1095-A Update

Exchange staff have been extremely busy with providing 1095-A tax forms to individuals who received advance premium tax credits on the Exchange. Over 77,000 forms were sent out in January. Individuals have been calling with questions and less than six percent of the forms needed correction.

Demonstration of System Enhancements Release 4.0 B

Deloitte staff provided a demonstration of the agent tool and the new system for the Small Business Health Options Program (SHOP). The SHOP process integrates several vendor products and systems. The new system will all be part of the same system; therefore, the final product should be simpler and streamlined. The new tool will allow agents to generate some pricing estimates and proposals. All users will have access to a SHOP prescreening tool. The new system will also allow employers to contribute a percentage to each plan or to contribute to a reference plan. The minimum open enrollment period has been shortened, and employers have more flexibility and options to extend the open enrollment if needed. And, there is an ability to export some summary data of the plans offered to employees. In addition, agents will be able to designate "back-up" agents to assist with their cases.

Agent and Agency Affiliations

Members were provided documentation detailing the current agent functionality and screenshots of agent association screens. Agents have been provided with similar documentation. The KOHBHIE has been receiving a lot of calls and complaints from agents that companies do not have a record of the agent on the enrollment. The Office is aware that a screen allowing the agents to adjust the agency for reporting business was not appearing for a few months of open enrollment. Kynect and Deloitte staffs have been working to correct any missing agent associations. Agents are strongly encouraged to contact their agency and company contacts to verify which agency should be used to report business for the issuer.

Training Update

Deloitte staff provided a brief update of training opportunities for agents and kynectors to learn more about the new system functionality. There are three in-person demonstration workshops that are scheduled for the end of April. Training materials and registration will be available

through the Training Records Information System (TRIS). Attendees will get the opportunity to try the new functionality in a “sandbox” environment in conjunction with the workshops. Three additional workshops will be available once the agent functionality is released. The system now allows kynect to send out announcements to kynect users, including agents and kynectors.

Other business

The next meeting of the subcommittee was tentatively scheduled for May 7, 2015.

Adjournment

The meeting was adjourned at 3:35 p.m.